

## **Complaint about childcare provision**

Ref: EY330787/6247136

Date: 26 February 2026

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 December 2025, we received concerns that the provider was not meeting one of the requirements relating to health.

On 18 February 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 4 March 2026:

- ensure drinking water is always accessible and readily available for all children.

On 4 March 2026, the provider responded to the action set. We found that the provider had installed additional water stations, and ensured that drinking water is readily available for children throughout the day. The provider had also strengthened staff practice to encourage children to drink water and understand the importance of keeping themselves hydrated.

We are satisfied the provider has met the safeguarding and welfare action raised. The provider is still registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).